

**POSITION DESCRIPTION**  
**Program Analyst**  
**GS-0343-11**

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**I. INTRODUCTION**

This position is located in the U.S. Department of Education in the office of the General Manager, Students Channel, Office of Student Financial Assistance. The Students Channel provides best in business services to potential and current borrowers and aid recipients and delivers a range of services that heighten students' and parents' awareness and understanding of options to finance their education.

This advanced developmental position performs analysis and advisory assignments related to the effectiveness of programs and/or the efficiency of the management of operations.

**II. MAJOR DUTIES AND RESPONSIBILITIES**

Identifies procedural problems in program operations, using quantitative or qualitative methods.

Conducts studies on operating programs. Analyzes findings. Makes recommendations in reports.

Studies proposed legislation and/or regulations for impact on programs. Researches current or new management practices for application to programs or operations.

**III. FACTORS**

Factor 1 - Knowledge Required by the Position

FL 1-7 1250 pts.

Knowledge of Federal and agency regulations; knowledge of the specific organization's programs and missions; knowledge of pertinent laws, regulations, and policies related to program/operations area in order to analyze their impact on programs.

Knowledge of qualitative and quantitative techniques for measuring effectiveness, efficiency, and productivity of assigned programs.

Skill in applying analytical and evaluative methods and techniques in developing new procedures and approaches to identify and resolve significant issues and problems.

Ability to communicate effectively to make recommendations to management and brief them.

Factor 2 - Supervisory Controls

FL 2-4 450 pts.

The supervisor provides limited direction, setting the overall project objectives. The supervisor, in consultation with the incumbent, develops deadlines and project plans. The incumbent is responsible for independently performing assignments and keeping the supervisor apprised of potentially controversial issues. Completed work is reviewed for effectiveness in meeting organizational goals and overall feasibility.

Factor 3 - Guidelines

FL 3-3 275 pts.

Guidelines consist of standard Federal regulations and organizational directives. Procedural guidelines are not always applicable to specific project assignments; therefore, the incumbent must use judgment in selecting or adapting guides.

Factor 4 - Complexity

FL 4-4 225 pts.

The work involves many different and unrelated work processes and methods including researching rules and regulations affecting the program, analyzing data gathered, and preparing reports with recommendations. The work may require frequent modification of qualitative and quantitative analytical techniques for conducting studies and establishing criteria for information collected. The incumbent utilizes existing policy and established methods to determine what needs to be done and develops method for collecting and assessing the information gathered.

Factor 5 - Scope and Effect

FL 5-3 150 pts.

The work involves studies of administrative and managerial processes and procedures to assess productivity, effectiveness, and efficiency of program operations. The studies may involve one or several organizations and may affect the administrative methods of the organization, managerial processes, or the operating unit within the organization. The incumbent analyzes results and makes recommendations regarding studies of work processes and procedures.

Factors 6/7 Personal Contacts/Purpose of Contacts

FL 6/7-3b 110 pts.

Contacts are with employees, supervisors, and managers throughout the organization. Some contacts are with consultants, contractors or managers at the agency level. Contacts are for the purpose of gathering information to facilitate studies being conducted or exchanging information and discussing issues and options available. There may be some degree of controversy involved in the process of influencing others to accept ideas.

Factor 8 - Physical Demands

FL 8-1 5 pts.

The work is primarily sedentary, requiring no special physical demands.

Factor 9 - Work Environment

FL 9-1 5 pts.

Work is performed in a typical office setting.

TOTAL = 2470 pts.

#### **IV. UNIQUE POSITION REQUIREMENTS**

- Reports to the Director of Administrative Services within the Students Channel
- Developmental role involving analysis and advice to management on the evaluation of the effectiveness of programs and operations or the productivity and efficiency of management, or both in the areas of performance analysis, data analysis, troubleshooting, employee/customer satisfaction, balanced scorecards, and monitoring
- Work with Channel Representatives for special projects
- Assist with communications within Channel and across the organization